

**COUNTY OF SAN LUIS OBISPO BOARD OF SUPERVISORS
AGENDA ITEM TRANSMITTAL**

(1) DEPARTMENT Behavioral Health	(2) MEETING DATE 8/26/2014	(3) CONTACT/PHONE Cindy Collins, Administrative Services Manager 788-2932 Raven Lopez, Accountant III 781-4783	
(4) SUBJECT Request to approve a FY 2014-15 renewal contract with Family Care Network, Inc. in an amount not to exceed \$4,890,000 to provide mental health services. All Districts.			
(5) RECOMMENDED ACTION It is recommended that the Board approve and direct Chairperson to sign a FY 2014-15 renewal contract with Family Care Network, Inc. in an amount not to exceed \$4,890,000 to provide mental health services.			
(6) FUNDING SOURCE(S) Medi-Cal, Realignment 2011 and 1991, MHSA, DSS, School Contracts	(7) CURRENT YEAR FINANCIAL IMPACT \$4,890,000.00	(8) ANNUAL FINANCIAL IMPACT \$4,890,000.00	(9) BUDGETED? Yes
(10) AGENDA PLACEMENT <input checked="" type="checkbox"/> Consent <input type="checkbox"/> Presentation <input type="checkbox"/> Hearing (Time Est. ____) <input type="checkbox"/> Board Business (Time Est. ____)			
(11) EXECUTED DOCUMENTS <input type="checkbox"/> Resolutions <input checked="" type="checkbox"/> Contracts <input type="checkbox"/> Ordinances <input type="checkbox"/> N/A			
(12) OUTLINE AGREEMENT REQUISITION NUMBER (OAR) 19001448		(13) BUDGET ADJUSTMENT REQUIRED? BAR ID Number: N/A <input type="checkbox"/> 4/5 Vote Required <input checked="" type="checkbox"/> N/A	
(14) LOCATION MAP N/A	(15) BUSINESS IMPACT STATEMENT? No	(16) AGENDA ITEM HISTORY <input type="checkbox"/> N/A Date: <u>9/17/13</u>	
(17) ADMINISTRATIVE OFFICE REVIEW Reviewed by Leslie Brown			
(18) SUPERVISOR DISTRICT(S) All Districts			

County of San Luis Obispo



TO: Board of Supervisors

FROM: Jeff Hamm, Health Agency Director
Anne Robin, Behavioral Health Administrator

DATE: 8/26/2014

SUBJECT: Request to approve a FY 2014-15 renewal contract with Family Care Network, Inc. in an amount not to exceed \$4,890,000 to provide mental health services. All Districts.

RECOMMENDATION

It is recommended that the Board approve and direct Chairperson to sign a FY 2014-15 renewal contract with Family Care Network, Inc. in an amount not to exceed \$4,890,000 to provide mental health services.

DISCUSSION

The Behavioral Health Department contracts with various mental health service providers to provide mental health treatment and support in addition to providing expanded services that reach underserved populations. This includes reaching the underserved children through traditional mental health programs and/or programs implemented through the Mental Health Services Act (MHSA). Family Care Network (FCN) is a provider of children's mental health services, is specially trained and experienced to provide these services, and has partnered with the County for over 14 years. Renewal of this contract will help ensure that children who are seriously emotionally disturbed and/or suffering from a serious mental disorder (Welfare & Institutions Code 5600.3) from ages 5 to 21 will receive the mental health care they need to aid in their recovery process.

The traditional mental health services and programs provided by FCN are as follows:

Therapeutic Behavioral Services (TBS)

The TBS program provides behavioral modeling, structure and support, and frequent one-to-one behavioral interventions. This program assists children/youth in developing self-directed appropriate behaviors and a sense of social responsibility. The County is required by the State Department of Health Care Services to assess the need for TBS services for Medi-Cal eligible children/youth under the age of 21 that are currently in a rate classification level (RCL) 12-14 group home or at risk of placement in an RCL 12-14 group home (group homes are classified into one of fourteen (14) RCL's according to the level of care and services provided). FCN staffing for the program consists of an average of 15.0 FTE Rehabilitation Specialists. The number of Rehabilitation Specialists used in the program is dependent on the number of clients served in the year.

Specialty Mental Health Services to SB163 Wrap-around Clients

The Wrap-around program is designed to "wrap" in-home support services around youth at risk of out-of-county residential placements. Out-of-county placements occur when youth have proven too difficult to remain in the home or foster home setting and require intensive residential treatment services. These youth have emotional and behavioral problems typically coupled with serious social and academic skill deficits. The Wrap-around program is an alternative to these out-of-county placements and provides services to youth within their current home setting. Out-of-home treatment services are avoided whenever possible as they are more expensive than in-home treatments. Additionally, changes to a youth's residential situation generally provides less favorable outcomes compared to in-home treatment. FCN staffing for the program consists of an average of 20.0 FTE Rehabilitation Specialists. The number of Rehabilitation Specialists used in the program is dependent on the number of clients served in the year.

The Wrap-around program is administered by the Department of Social Services (DSS), which contracts with FCN to provide caseworker services and funds 15 of 55 client slots. The caseworker identifies children/youth within the program that may benefit from mental health services and schedules a licensed clinical assessment. A mental health site authorization team reviews the licensed clinical assessment recommendations and authorizes "medically necessary" mental health services. This contract is specific to these "medically necessary" mental health services.

Mental Health Services for Therapeutic Foster Care Program

This program provides enhanced mental health services for transitional age youth (ages 16 - 18) in a supported living program to assist them in successfully moving from the foster care system to independent living. During FY 13-14, additional services were mandated by the State pursuant to the *Katie A. v. Bonta* lawsuit. FCN's contract was increased by \$205,000 at that time as a result of the new mandated services. The County received additional Realignment 2011 revenue to help offset the increased costs associated with the additional services. The services provided in this program are for youth in foster homes located throughout San Luis Obispo County, including Transitional Housing Placement, Transitional Housing Placement Plus, and the Intensive Treatment Foster Care programs. FCN staffing for the program consists of an average of 9.0 FTE Rehabilitation Specialists. The number of Rehabilitation Specialists used in the program is dependent on the number of clients served in the year.

Therapeutic Learning Classrooms (formerly named ED Collaborative Classroom)

This program provides educationally related mental health services to Emotionally Disturbed (ED) students in San Luis Obispo County classes including three elementary schools (grades K-6), two middle schools (grades 7-8), and three high schools (grades 9-12). FCN will provide 12 Behavioral Specialists to work with school staff and students to address each student's needs. County staff and the Behavioral Specialists will work as a team to coordinate services for each student as specified in his/her Individualized Education Plan (IEP) and provide support systems to aid these emotionally disturbed students in becoming more successful in achieving their educational goals. The number of FCN Behavioral Specialists has increased by one from the prior year, as there has been an increased interest by the School Districts to have County staff and FCN staff on-site and in the ED classrooms. FCN staffing for the program consists of 12.0 FTE Rehabilitation Specialists.

The MHSA services and programs provided by Family Care Network are as follows:

Children's Full Service Partnership (FSP)

The Children's FSP program provides 2.0 FTE Personal Services Specialists (PSS) to provide resource support within two integrated FSP teams for 15-25 youth ages 0-17. The PSS will be involved in day-to-day client skills-building and resource support. These youth experience serious emotional disturbances and if underserved are at risk of institutional care. This is an integrated program that includes FCN and Behavioral Health staff working as a team to assist the target population.

Transitional Age Youth (TAY) FSP

The TAY FSP program provides 2.0 FTE PSS to provide resource support within two integrated FSP teams serving 15 - 25 youth ages 16 to 21. The transitional age youth population is nearing a physical and emotional developmental stage where they may be confronted with increased obstacles as they prepare for social, environmental, and vocational challenges. This program is designed to assist and prepare youth who are experiencing significant difficulty in effectively coping with this transitional period. These youth experience serious emotional disturbances and if underserved are at risk of institutional care. This is an integrated program that includes FCN and Behavioral Health staff working as a team to assist the target population.

OTHER AGENCY INVOLVEMENT/IMPACT

County Counsel has approved the contract as to form and legal effect. The contract was coordinated with the Department of Social Services.

FINANCIAL CONSIDERATIONS

The FY 2014-15 Behavioral Health Adopted Budget includes \$4,890,000 for FCN services. This is an increase of \$55,000 from the prior year contract amount and is due to an increase in service levels in the Mental Health ED Collaborative

program. There has been an increased interest in services provided for the ED Collaborative program. The costs associated with the program are fully offset by Medi-Cal, Early and Periodic Screening, Diagnostic and Treatment (EPSDT), and school contracts. The overall increase will have no impact on the budgeted level of General Fund support for the Department.

Of the total requested amount, traditional mental health services are \$4,610,000 and MHSA services are \$280,000. The Traditional mental health programs provided by FCN are funded as follows:

- Medi-Cal /Realignment 2011 (EPSDT): \$4,304,166
- County Realignment 1991: \$84,172
- School Contracts: \$83,424
- Department of Social Services (TFC and Wraparound slots): \$67,873
- General Fund: \$70,365

The remaining FY 2014-15 requested amount of \$280,000 is for the MHSA funded programs. The MHSA programs provided by FCN are funded by:

- Medi-Cal /Realignment 2011 (EPSDT): \$244,608
- Mental Health Services Act Trust funds: \$35,392

See chart below for costs by Program:

Family Care Network Contract			
Program Name	2012-13 Actual	2013-14 Actual*	2014-15 Budgeted
Traditional Programs			
Therapeutic Behavioral Services (TBS)	\$ 1,910,240	\$ 1,798,222	\$ 1,885,000
Specialty Mental Health Services to Wraparound Clients	\$ 1,471,982	\$ 1,529,676	\$ 1,510,000
Therapeutic Foster Care (TFC)	\$ 226,092	\$ 509,957	\$ 555,000
Mental Health ED Collaborative Classroom	\$ 446,308	\$ 545,318	\$ 660,000
Total Traditional Programs	\$ 4,054,622	\$ 4,383,174	\$ 4,610,000
MHSA Programs			
Children's Full Service Partnership	\$ 136,640	\$ 119,830	\$ 140,000
Transitional Age Youth Full Service Partnership	\$ 139,344	\$ 135,809	\$ 140,000
Total MHSA Programs	\$ 275,984	\$ 255,639	\$ 280,000
Total Contract	\$ 4,330,606	\$ 4,638,813	\$ 4,890,000
<i>*FY 13-14 Contract amount was \$4,835,000. Actual amount paid was \$4,638,813.</i>			

RESULTS

Behavioral Health staff and FCN will be assessing current performance measures during the year to determine if more meaningful data can be collected, as well as analyzing comparable data from similar counties. Performance Outcome percentages, specifically those that are lower than actual prior year, will be adjusted as necessary during the year based on these findings.

Program service levels and performance measures are tracked against budgeted targets for each program. Each program is assigned objectives, outcome goals and key indicators in collaboration with the contractor, Behavioral Health staff and, often, stakeholder input. Measures are put in place according to target populations, chosen strategies, and resources necessary to collect and analyze the data. Quarterly meetings with the contractor include review of data instruments and collection methods to ensure continual improvements in performance and quality. In all cases, the objective is to strive for the best possible outcomes which promote the County's vision of having a safe, healthy and livable community.

Traditional Mental Health Programs:

Therapeutic Behavioral Services (TBS) – The number of clients served and percent diverted to lower level of care can fluctuate year-to-year depending on the severity level of the child and number of clients referred to the program. The County has a Level II certification from the Federal Court for these services. This certification requires the County to provide Therapeutic Behavioral Services to a minimum of 4% of children who are receiving Specialty Mental Health Services. FCN has continually assisted the County in maintaining an average of 4-5% over the years.

As noted above, Performance Outcome percentages will be adjusted as necessary during the year based on further analysis of comparable counties during the year. “Service Minutes” is defined as the number of Medi-Cal and EPSDT billable services entered in to the County’s Behavioral Health Electronic Health Record. “Number of clients served” is defined as the unduplicated number of clients who received services during the contract year.

Therapeutic Behavioral Services (TBS)			
Year	2012-13 Actual	2013-14 Actual	2014-15 Budgeted
Cost	\$ 1,910,240	\$ 1,798,222	\$ 1,885,000
Service minutes	838,608	751,464	800,000
Number of clients served	126	85	110
Percent of clients served that were successfully stabilized and diverted from Rate Classification Level (RCL) 12-14 group home facility	94% (118/126)	92% (78/85)	85% (94/110)
Percent of clients served that are diverted from acute psychiatric hospitalization	94% (118/126)	100% (85/85)	85% (94/110)

Specialty Mental Health Services (WRAP) – As noted above, Behavioral Health will be analyzing how this program compares to that of other similar counties during the contract year and will report those findings to the Board during the FY 2015-16 renewal process. “Service Minutes” is defined as the number of Medi-Cal and EPSDT billable services entered in to the County’s Behavioral Health Electronic Health Record. “Number of clients served” is defined as the unduplicated number of clients who received services during the contract year.

Specialty Mental Health Services to SB163 Wrap-around Clients			
Year	2012-13 Actual	2013-14 Actual	2014-15 Budgeted
Cost	\$ 1,471,982	\$ 1,529,676	\$ 1,510,000
Service Minutes	849,699	965,243	975,000
Number of clients served	111	117	110
Percent of clients served that are diverted from RCL 12-14 group home facility and/or acute psychiatric hospitalization	89% (99/111)	94% (110/117)	85% (94/110)
Percent of clients served that are diverted from incarceration.	89% (99/111)	97% (113/117)	85% (94/110)

Therapeutic Foster Care (TFC) – Additional services and outcome measurements were added to the TFC program mid FY due to additional services provided to clients pursuant to the *Katie A. v. Bonta* State settlement agreement. Of the 57 clients served, 19 of them were classified as *Katie A.* clients and received Intensive Homes Based Services. Because services associated with *Katie A. v. Bonta* are still relatively new, the County and contractor chose to take a conservative stance on FY 14-15 outcome percentages. These will be reviewed and adjusted during the year.

“Service Minutes” is defined as the number of Medi-Cal and EPSDT billable services entered in to the County’s Behavioral Health Electronic Health Record. “Number of clients served” is defined as the unduplicated number of clients who received services during the contract year.

Mental Health Services for Therapeutic Foster Care Program (TFC)			
Year	2012-13 Actual	2013-14 Actual	2014-15 Budgeted
Cost	\$ 226,092	\$ 509,957	\$ 555,000
Service minutes	188,859	321,228	360,000
Number of clients served	39	57	50
Percent of clients served that avoided acute psychiatric hospitalization	95% (37/39)	100% (57/57)	80% (40/50)
Percent of <i>Katie A.</i> classified clients served that demonstrated regular school attendance*	N/A	100% (19/19)	85% (43/50)
Percent of <i>Katie A.</i> classified clients served that were diverted from FCL 10 or above group home and/or psychiatric hospitalization*	N/A	100% (19/19)	85% (43/50)
Percent of <i>Katie A.</i> classified clients served that were diverted from incarceration*	N/A	98% (18/19)	85% (43/50)
<i>*New outcome added in FY 13-14</i>			

Therapeutic Learning Centers (formerly ED Collaborative Classrooms) – FCN reported a lower percentage of clients who demonstrated positive peer relationships at school and stable functioning than in the previous year. The factors that contributed to this decrease are as follows:

- Some of the clients were enrolled in services mid-year or towards the end of the year and may not have had time to fully benefit from the service.
- Many clients had medication changes along with diagnosis changes which affected their relationships.
- There was an increase in the number of clients receiving services whose behaviors were out of control, which lead to referrals for a higher level/more restrictive placement.

As previously noted, Behavioral Health will be analyzing how this program compares to that of other similar counties during the contract year and will report those findings to the Board during the FY 2015-16 renewal process. “Service Minutes” is defined as the number of Medi-Cal and EPSDT billable services entered in to the County’s Behavioral Health Electronic Health Record. “Number of clients served” is defined as the unduplicated number of clients who received services during the contract year.

Mental Health ED Collaborative Classroom			
Year	2012-13 Actual	2013-14 Actual	2014-15 Budgeted
Cost	\$ 446,308	\$ 545,318	\$ 660,000
Service minutes	296,060	306,462	330,000
Number of clients served	94	99	110
Percent of clients who demonstrated regular school attendance	81% (76/94)	83% (82/99)	85% (94/110)
Percent of clients who demonstrated a positive peer relationship at school.	81% (76/94)	74% (73/99)	85% (94/110)
Percent of clients who demonstrated stable functioning, out of trouble and engaged in self-controlled, positive, and non-violent behavior.	74% (70/94)	75% (74/99)	85% (94/110)

MHSA Programs:

The two Full Service Partnership (FSP) programs below are integrated programs that include FCN staff and County staff working as a team to provide intensive services to clients. FY 13-14 outcomes for both programs are lower than in previous years. One of the main factors that contributed to the reduced outcomes is changes in County staff during the first six months. These changes can affect client progress as they are meeting a new therapist and it takes time to develop trust and rapport to work on their identified goals. Additional factors that affected each FSP program during the year are detailed below. Behavioral Health and FCN will be working together during the year to increase performance outcomes.

Children’s FSP – The percent of clients that were able to remain in their current residence was added as an outcome

during FY 13-14. This outcome was lower than expected due to some families facing housing instability. FCN reported that, until recently, there has been a two year waiting period for section 8 housing. The outcomes for children and teens participating in this program are greatly impacted by their parent's ability to obtain and maintain housing.

FCN also reported that there was a decrease in the percent of clients who demonstrated stable functioning, out of trouble and engaged in self-controlled, positive and non-violent behavior during FY 13-14. The following factors affected the outcome for the year:

- Fewer clients followed through with their medication compliance
- Parents who also have mental health issues greatly impacted the outcome and the willingness of client participation. (Clients participating in this program typically have a large family history of mental illness.)

The service minutes for FY 14-15 are set at a higher rate than actual prior year amounts. Behavioral Health and FCN agreed that the amount is set reasonably if the program is fully staffed. As noted above, the service minutes from FY 13-14 were much lower than expected due to County vacancies within the program. "Service Minutes" is defined as the number of Medi-Cal and EPSDT billable services entered in to the County's Behavioral Health Electronic Health Record. "Number of clients served" is defined as the unduplicated number of clients who received services during the contract year.

Children's Full Service Partnership (FSP)			
Year	2012-13 Actual	2013-14 Actual	2014-15 Budgeted
Cost	\$ 136,640	\$ 119,830	\$ 140,000
Service minutes	56,163	39,253	75,000
Number of clients served	27	21	25
Percent of clients that were able to remain in their current residence*	N/A	62% (13/21)	85% (21/25)
Percent of clients who demonstrated stable functioning at home receiving appropriate care, shelter, food and other necessities of life	94% (25/27)	96% (20/21)	85% (21/25)
Percent of clients who demonstrated stable functioning out of trouble and engaged in self-controlled, positive and non-violent behavior	73% (20/27)	44% (9/21)	85% (21/25)
<i>*New outcome added in FY 13-14</i>			

Transitional Age Youth (TAY) FSP –Similar to the Children's FSP program, Behavioral Health added an outcome during FY 13-14 to determine the percent of clients that were able to remain in their current residence. The following factors affected the outcomes during the year:

- Many of the clients who were enrolled in the TAY FSP program were living on their own for the first time which created housing stability issues. Additionally, some of the clients who began receiving services were homeless and remained homeless throughout the year. As previously noted, until very recently there has been a two year waiting period for section 8 housing. For those who qualify for FSP housing, there has been a waiting period as well.
- Due to this service being voluntary, some clients were not as willing to participate or were very inconsistent with participation in services.
- Fewer clients followed through with their medication compliance which led to other destructive behaviors such as substance abuse and arrest.

"Service Minutes" is defined as the number of Medi-Cal and EPSDT billable services entered in to the County's Behavioral Health Electronic Health Record. "Number of clients served" is defined as the unduplicated number of clients who received services during the contract year.

Transitional Age Youth (TAY) Full Service Partnership (FSP)			
Year	2012-13 Actual	2013-14 Actual	2014-15 Budgeted
Cost	\$ 139,344	\$ 135,809	\$ 140,000
Service minutes	73,901	66,379	75,000
Number of clients served	27	29	25
Percent of clients that were able to remain in their current residence*	N/A	62% (18/29)	85% (21/25)
Percent of clients who demonstrated stable functioning at home receiving appropriate care, shelter, food and other necessities of life	91% (24/27)	77% (22/29)	85% (21/25)
Percent of clients who demonstrated stable functioning out of trouble and engaged in self-controlled, positive and non-violent behavior	61% (16/27)	54% (16/29)	85% (21/25)
<i>*New outcome added in FY 13-14</i>			

ATTACHMENTS

1. Family Care Network, Inc. FY 2014-15 Contract